County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County.

PLACE: George Mason Regional Library
7001 Little River Turnpike
Annandale, VA 22003
(703) 256-3800

TIME: 7:00 P.M.

DATE: June 10, 2015

AGENDA

I. PUBLIC COMMENT

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association
2. Dennis Hays

II. MINUTES – May 2015

III. CHAIR'S REPORT

A. Opening Remarks

IV. COMMITTEE REPORTS

A. Library Foundation – Michael Donovan
B. Budget Committee – Michael Donovan
C. Planning Committee – Priscille Dando
D. Ad Hoc FCPL Director Search Committee – Karrie Delaney

V. DIRECTOR'S REPORT

A. Executive Summary
  1. Budget Info
  2. Lines of Business (LOBs) (Attachment 1, Page 1)
  3. Branch Renovations – Pohick Regional Library, John Marshall Library
  4. Library Branch Renovations Timeline (Attachment 2, Page 11)
  5. Tysons-Pimmit Regional Library – Temporary Location Status
  6. Kingstowne Regional Library Feasibility Study
  7. 50+ Committee Meeting (Attachment 3, Page 13)
  8. FCPL Card Outreach Pilot with FCPS – Fall 2015 (Attachment 4, Page 35)
  9. Marketing Resources for Summer Reading Program (SRP) (Attachment 5, Page 37)

FAIRFAX COUNTY PUBLIC LIBRARY
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Fairfax, VA 22035
703-324-3100 TTY: 703-324-8365 FAX: 703-653-1789
www.fairfaxcounty.gov/library

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VI. CONSIDERATION ITEM – None

VII. ACTION ITEM - Addition to Board of Trustees Policy J "Policy Regarding Privacy of Patrons' Research and Reading Materials" (Attachment 6, Page 39)

VIII. INFORMATION ITEMS

IX. ELECTION OF LIBRARY BOARD OFFICERS

X. ROUNDTABLE

Lines of Business (LOBs):
Presentation to Senior Management Team (SMT)

May 29, 2015

What are LOBs?

▸ LOBs are an inventory of what the County does.

　▷ As a $7 billion full-service local government, the County provides a vast array of programs and services to support a diverse population of more than one million people.

　▷ Many in the community are unaware of what services the County provides, why they are provided, and how they are funded.

　▷ Last completed in phases in FY 2008 and FY 2010 so time to be updated.

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How do LOBs differ from the budget?

▸ LOBs are a presentation of services that is more detailed than the budget.

  ▸ LOBs provides a comprehensive, detailed look at the functional and operational level of work performed by the programs and services

  ▸ LOBs are typically more discrete than a department's organizational structure.

  ▸ However, LOBs are often groupings of specific programs, e.g., the LOB Child Care Services includes both the Employee Childs Care Center and the SACC program.
    ▸ It is always a challenge to make LOBs consistent across vastly different departments and program areas.

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LOBs Presentation – Senior Management Team Meeting – May 29, 2015

How are LOBs helpful?

▸ LOBs provide an opportunity to educate and inform the newly elected Board and the community on what we do, how we do it, and how well we do it.

  ▸ Lay out the context in which services are provided:
    ▸ Population growth
    ▸ Demographic shifts
    ▸ Urbanization
    ▸ Aging infrastructure

  ▸ Explain what each LOB includes

  ▸ Report the funding and positions supporting each LOB

  ▸ Demonstrate through metrics how efficiently and effectively each LOB is performed

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LOBs Presentation – Senior Management Team Meeting – May 29, 2015

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How are LOBs used by the community?

▶ LOBs start a multi-year process about shaping the County's strategic direction and validating its priorities by stimulating the conversations that need to occur

▶ The LOBs discussion should focus on what services the community wants the County to provide.

▶ In the initial year, the LOBs process:
  ☐ Begins with an array of LOBs in relation to County priorities
  ☐ Seeks feedback and direction from the Board of Supervisors
  ☐ Asks the community to review the LOBs information, ask questions, and provide feedback.

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How are LOBs used by the Board?

▶ The Board will be briefed on the LOBs process beginning in early FY 2016

▶ The Board will coordinate the LOB efforts of FCPS continuing the cooperative work of the Joint Budget Development Committee

▶ The Board will identify areas for review as part of the initial LOBs discussion, i.e., central services, joint County-School services and multi-year priorities

▶ The Board will receive the completed inventory in January 2016

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How are LOBs used by the Board? (continued)

▶ The Board will receive community input through:

  ▷ Online questions and comments

  ▷ Facilitated community meetings

▶ The Board will focus the input and give direction to staff to lay out next steps.

▶ The Board will review staff recommendations based on this input and validate the next steps.

▶ Ultimately the Board will approve a sustainable financial plan to pay for services/invest in Fairfax in future years based on the discussion that begins with LOBs.

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How do LOBs impact FY 2017 Budget Development?

▷ The LOBs are not a budget-cutting exercise for FY 2017:

  ▷ Educational component must come first, including a discussion of the details and metrics of LOBs

  ▷ Secondly, staff will coordinate a discussion of the array of LOBs in relation to County priorities

  ▷ Subsequently, a focus on budget-related issues for future budget development will occur

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How do LOBs impact FY 2017 Budget Development? (continued)

▷ Budget projections will be refined through the Fall 2016

▷ Priorities will be funded, including:
  ☐ Schools
  ☐ Compensation

▷ New initiatives and expansions will be limited / deferred

▷ Recommendations will be made concerning revenue options

▷ Reduction requirements will be reviewed to balance the budget by looking at categories of expenditures (such as personnel services and fringe benefits) based on prior year experience as well as possible areas for efficiencies based on conversations with Deputy County Executives and departments

▷ 9

What is the LOBs Committee?

▸ In support of this effort, a Committee of 18 employees from across the organization has been designated to spearhead the LOBs initiative.

▸ The Committee is not intended to represent every department but instead to provide a wide breadth of experience and expertise in the County to facilitate the discussion and to provide the framework of the process to the County Executive and ultimately to the Board and the community.
  ▹ The Committee does not replace the coordination between the Department of Management and Budget and departments for instructions, questions, etc.

▸ The Committee will provide input on the details of the process as well as serve as a link to the wider County organization to ensure inclusion of all departments.

▸ In addition, the Committee will review department submissions and provide input to the County Executive and Deputies concerning:
  ▹ the initial inventory (LOB titles),
  ▸ the evaluation process; and
  ▹ how the LOBs are presented to the Board and the community.

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What will departments submit for LOBs?

▷ Each LOB will have a template to include:

  ▷ An outline of the **objective** of the LOB

  ▷ A discussion of **challenges and trends**

  ▷ The **resources** (positions and dollars) required to provide the LOB

  ▷ A **description** of how the LOB is performed and who performs it

  ▷ An explanation of the **benefits** of the LOB

  ▷ A discussion of whether or not the LOB is **mandated**

  ▷ **Metrics** to illustrate how efficiently and effectively the LOB is performed.

  ▷ Detailed instructions will be distributed in early June 2016

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Why will LOBs be evaluated?

▷ The entire universe of LOBs will be *evaluated* and *prioritized* to focus the conversation

  • The LOBs evaluation process will align each individual LOB in relation to the County Vision Elements:

    ◦ The Vision Elements are a long-standing statement by County staff of how all County services can be categorized.

    ◦ Individual LOB alignment will show how resources are allocated in relation to the LOB evaluation as part of the FY 2017 discussion

    ◦ Individual LOBs will be validated in terms of whether the County should continue to perform them as part of future year budget development

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How will LOBs be evaluated?

- Departments will undertake a two-step evaluation process for each LOB.

  1. The first step includes determining the applicable Vision Elements that each LOB supports. For each LOB, departments should consider the Vision Element definitions and clarifying statements to see if it fits in the Vision Element.

  2. After determining which Vision Elements each LOB supports, the next step is to determine how essential the LOB is in achieving the objective of each Vision Element.

- As a result of this exercise, the entire universe of LOBs will be evaluated and prioritized to focus the initial conversation and:

  - Array each individual LOB in relation to the Vision Elements
  - Show how resources are allocated in relation to the LOB evaluation

- By framing the discussion in this way, the Board and the community will be able to navigate the next phases of the LOB process, including reviewing LOBs for efficiencies.

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Summary of Phases

- **Identification of LOBs inventory by each Department**
  - Review by Committee and the County Executive/Deputy County Executives to ensure consistency of approach

  - Discussion with departments if refinements to the inventory of LOBs is needed

- **Preparation of the LOBs documents**
  - The Department of Management and Budget, in coordination with the Committee, will distribute instructions for the preparation of the detailed LOBs

  - Using the FY 2016 Adopted Budget as the base, departments will compile the LOB detail to include metrics and explanations of what services are provided

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Summary of Phases (continued)

‣ **Evaluation of LOBs**

   ▷ Departments will provide evaluations of how LOBs relate to the County's priorities (as laid out in the Vision Elements)

   ▷ The Committee will also evaluate each LOB and will discuss any discrepancies with the department (including in the context of consistency across departments)

   ▷ As a result of the two rounds of evaluations, all the LOBs will be arrayed in relation to how well they support the County's priorities

   ▷ The County Executive and Deputy County Executives will then review the evaluations

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LOBs Presentation – Senior Management Team Meeting – May 29, 2015

Summary of Phases (continued)

‣ **Presentation of LOBs**

   ▷ The Board and the community will be provided with the summary LOBs, as compiled by departments, for review

   ▷ Presentations will be scheduled to discuss LOBs in detail

   ▷ The community will be provided opportunities to ask questions and react to the LOBs

‣ **Next Steps**

   ▷ As part of the FY 2017 budget discussion, the Board will define the specific questions that should be answered as a result of the dialogue that has focused on the LOBs

   ▷ Next steps will then be determined

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LOBs Presentation – Senior Management Team Meeting – May 29, 2015

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Timeline

▷ **March - May:** Inventory reviewed and discussion with Departments occur to come to agreement on specific LOBs that will be compiled

▷ **June - September:** Departments work on the details of the LOB submissions / Evaluate how LOBs fit into the County Vision Elements

▷ **October - November:** LOBs reviewed by Committee

▷ **December 2015 - January 2016:** CEX and Deputy review and validation of evaluations

▷ **January - April 2016:** BOS and community review and Next Steps

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Questions?

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FCPL Branch Renovation Milestones
Based on Building Design and Construction Division report
June 2015

Milestone	Pohick	Tysons-Pimmit	John Marshall	Reston
Design:				
Schematics	March 2014	September 2014	July 2015	
Design Development	June 2014	January 2015	October 2015	
Construction Drawings	November 2014	July 2015	May 2016	
Site Permit	January 2015	N/A	July 2016	
Building Permit	May 2015	November 2015	July 2016	
Construction:				
Bid Advertisement	May 2015	November 2015	July 2016	
Contract Award	July 2015	January 2016	September 2016	
Substantial Completion	May 2016	April 2017	September 2017	
Occupancy	June 2016	May 2017	November 2017	

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County of Fairfax, Virginia

Agenda

50+ Committee Meeting

Tuesday, May 19, 2015
3:00 - 4:30 PM
Government Center Rooms 9 and 10

3:00 – 3:10   Welcome and Introductions, *Supervisor Herrity*

3:10 – 3:50   50+ Champions' Updates on Select Initiatives

    1) GrandInvolve
       – *Dorothy Keenan*, Positive Aging Coalition

    2) Home Sharing
        - *Pat Williams and Dan Flavin*, GraceFul Care, Inc.
        - *Jim Lindsay*, ACC Family, Inc.
        - *Patricia Rohrer*, LTCCC

    3) Building Community Partnerships to Enhance Behavioral Health
        - *Kathy Cameron*, NCOA and NOVA Alcohol & Aging
         Awareness Group

    4) Arts
       – *Lisa Mariam*, Arts Council of Fairfax County

    5) Help People Stay in Their Homes with Technology
       – *Michael Behrman*, Kellar Center, George Mason University

3:50 – 4:00   50+ Initiative Tracking Chart Discussion

4:00 – 4:10   Next Meeting: Annual Scorecard Report

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50+ Initiative Tracker   5-12-15

Initiative	Community Champion	COA Advocate	County Liaison	Updates
Long-Range Planning: Trends Analysis	GMU: Dr. Catherine Tompkins & Dr. Emily Ihara	Denton Kent	Mena Nakhla Evan Braff	A stakeholders meeting was held on October 22, 2014 with over 20 stakeholders present. The GMU Champions discussed with the stakeholders different indicators and how to define a healthy aging community, and also gathered ideas for available data collected by our stakeholders. As a result of that meeting, the Trends project was organized into the five categories of the 50+ Community Action Plan: Housing, Transportation, Safe & Healthy Communities, Community Engagement, and Services. Clarification was made about timing of deliverables: a report of baseline indicators has been requested by the end of the year with annual updates. Assistance has been requested from NCS Demographics and any available GMU resources.
Caring for the Caregiver	Richard Chobot, Commission on Aging	Rich Chobot	Family Caregiver Support Team Jacquie Woodruff	Fairfax County already provides many services for caregivers. The objective of this initiative is to identify gaps in caregiver support, especially those gaps related to quality of life and logistical support for caregivers. The Champion is in the process of interviewing individuals recognized as subject matter experts in caregiving, as well as a few selected caregivers. The Champion is also reviewing the literature on caregiving, with an emphasis on locating materials describing various mechanisms for logistically and emotionally supporting caregivers. The ultimate objective of the initiative is to use survey and focus group methodology to identify potential gaps and solutions. The champion hopes to complete the interviews and data collection instruments during the next ninety days and to begin development of a draft data collection instrument by the time the next report is due.
Creating a Communication Buzz	Renuka Chander, McLean Community A Village for All Ages	Kay Larmer	Grace Lynch	The Word of Mouth Marketing Association has been researched. Grace Lynch subscribes to their free e-newsletter. A small workgroup has been formed to consider how to benefit from the WOM expertise that already exists in the Fairfax community.

Home Health Care Cooperative	Richard Chobot, Commission on Aging	Rich Chobot	Barbara Antley	This initiative is intertwined with CARING FOR THE CAREGIVER, and may represent a possible approach to effectively providing caregiver logistic support, especially to groups of caregivers who wish to work collaboratively. At present, the Champion's focus is on researching the application of the cooperative model to caregiving. This will include selected interviews with individuals who are involved in cooperatives of various types and at various levels. Within the next 3 months the Champion expects to be able to comment on whether or not the corroborative concept has potential utility to meet the support needs of caregivers.
Housing for Older Homeless Adults	Office to Prevent and End Homelessness Dean Klein, Director	Sharron Dreyer	Barbara Antley	A Workgroup meeting was held with representatives from the Office to Prevent and End Homelessness, Department of Family Services/Adult and Aging Division, and Commission on Aging. The workgroup discussed strategies to gather information, assess issues, and begin development of a work plan.
Optimizing the Number of Links into the County's Older Adults Web Page	Adult & Aging Services/DFS	Tom Bash	Grace Lynch	All County web pages were reviewed that, logically, should provide a link into the Older Adults web page, including pages controlled by Neighborhood and Community Services, Housing, and Health. Emergency Preparedness will be asked to provide a link to the Older Adult page on their Special Needs Registry page.
Project Lifesaver Expansion	Fairfax County Sheriff's Office	Joseph Heastie	Stacie Talbot, Second Lieutenant	Activities: Solicited and received corporate donations to support and enhance Project Lifesaver. Goals: • Update equipment — Done • Purchase new equip — Done • Increase base for battery changes — Trained more deputies (Outside volunteers will not be feasible due to logistics.) Project Lifesaver now has enough equipment to increase the program, clearing most from the wait list. The project also has enough updated receivers to equip the road deputies.

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Criminal Exploitation Prevention	Ryan Young, Fairfax County Police Detective	Joseph Heastie	Barbara Antley Fairfax County Police Department	The Champion has received a new assignment within the Police Department. A new champion with the Police Department is needed. An educational effort to alert older adults about the risk of being exploited began in April. A Mature Living film about Scams Against Seniors included two APS supervisors and representatives from the police department and consumer affairs. The program is posted on YouTube and has been promoted via Fairfax 50+ E-News and Caregiver Corner Online and via Facebook pages. There will also be an article promoting the Channel 16 program and the issue of scams against seniors and financial exploitation in the June Golden Gazette. Finally, DVDs of the film will be shared with senior centers. The film will continue to be broadcast throughout the summer.
Building Community Partnerships to Enhance Behavioral Health for Seniors	Kathleen Cameron, NCOA and the NOVA Alcohol & Aging Awareness Group	Joseph Heastie	Sharon Lynn	The initial work group met in late February to begin exploring the feasibility of implementing "Senior Reach" or a similar program in Fairfax County. Senior Reach is an evidence-based program that provides outreach, care management, mental health and substance abuse treatment and wellness services to older adults who are isolated, frail or in need of support. An important aspect of the program is training of individuals and professionals in the community to identify and refer older adults in need. The Champion and County Liaison have met with and continue to stay in contact with the developers of the Senior Reach program (based in Jefferson County, Colorado) who have offered to provide assistance to us during this planning phase. Members of the work group include representatives of Cornerstones, Fellowship Square Foundation, Fairfax-Falls Church Community Services Boards, Fairfax County Health Department, the Korean Community Services Center of Greater Washington, Northern Virginia Family Services and ElderLink. Additional work group members will be identified as the planning evolves. Agenda items for the February meeting included an overview of the Senior Reach model, need for this program in Fairfax County, how to tap into existing resources, who else should be involved in the work group, and possible funding sources for a pilot project. Since the first meeting on 2/24/15, the feasibility committee has had two well-

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<td>attended and successful planning meetings. Each meeting has involved a number of community partners to help move the initiative forward. Participants have included: • Julie Guido, Inova Juniper • Elena Keydel, ElderLink • Daryl Washington, Deputy Director and Olivia Owusu-Boakyewaa, MH Therapist, Community Services Board -Fairfax • Colleen Turner, ElderLink • Jessica Werder, CEX Fairfax • Greg White, Cornerstones • Ji Young Cho and Jee Young Suk, Korean Community Center • Rick Leichtweis, Acting Director, and Katie Calabrese, Inova Behavioral Health • Nancy Commisso, Easter Seals, • Shauna Severo, Fairfax County Health Dept.

These individuals are exactly the people needed to help develop this initiative. Obtaining their buy-in from the beginning is key to the success of Senior Reach.

Below are the barriers that we are still working on:
-Identification of behavioral health treatment providers for older adults in Fairfax County
- A lead organization or agency is needed to make Senior Reach happen in Fairfax County. Someone to coordinate the program is key to its success.

Also an important question has arisen:
How can the Senior Reach model be adapted to accommodate the racially/ethnically diverse older adult population in Fairfax County? For example, multiple call centers may be needed for different population groups.

A major goal we currently have is to obtain funds to support a pilot project of the Senior Reach program in Fairfax County. Any assistance in identifying potential sources of funding would be appreciated.</td>
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<td>Park Authority 50+ Initiatives</td>
<td>Fairfax County Park Authority Sara Baldwin</td>
<td>Bill Shackelford</td>
<td>Sara Baldwin</td>
<td>The Park Authority Needs Assessment Survey was mailed to 15,000 households in Fairfax County. Thousands of households have responded with survey results are expected this summer.

Parks Authority staff held a focus group with the Commission on Aging and other members of the 50+ community on November 18, 2014 at the City of Fairfax Conference Room. There were approximately 20 people in attendance.</td>
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				The group contributed thoughtful, creative ideas and perspectives on how they are currently using the Parks and their needs for parks in the future. Consideration of 50+ population park needs has been included in the needs assessment survey. The Park Authority is a partner in the Creative Aging Festival. The Park Authority proposed several programs to feature in the Fairfax County 50+ Arts Festival including: a craft workshop at Greensprings Historic House; a tour of Chanticleer Gardens in PA; an evening stroll at Huntley Meadow Park; Your Art in the Park at Hidden Oaks Nature Center; Photography in the Natural World; and an Art Show and Reception at Green Springs Gardens.
Pre-Notification 9-1-1	Tom Bash, Commission on Aging	Tom Bash	Dept. of Public Safety Communication	The Board of Supervisors provided funding ($125K recurring, $130K non-recurring) for this Initiative on 4/17/15 as a "consideration item" for the FY 2016 Budget. Consideration items do not have the same standing as line-item budget requests and, if there is a financial challenge, are the first to be eliminated. However, this was a major step toward implementation. The Champion made presentations to the COA, Disability Services Board, and six LTCCC committees. In addition, the Champion met twice with the 9-1-1 Chief and his staff, and with Supervisors and staff. The Champion testified at the BOS FY2016 Advertised Budget Hearings.
Arts Initiative	Arts Council of Fairfax County	Dan Henderson	Jacquie Woodruff	The Arts Council of Fairfax County worked with Fairfax County staff (DFS/Area Agency on Aging and NCS) and multiple county and private partners to launch the Inaugural Creative Aging Festival in May 2015, (Older Americans Month). A festival launch was held on May 1 at Goodwin House Bailey's Crossroads. Over 100 programs by and for 50+ residents in the month of May 2015 gives a snapshot of the resources available to residents in the county. Additional resources and staff should be dedicated to this program for FY2016.
Increase Employment and Entrepreneurship	Jewish Council for the Aging Reston Chamber of Commerce Society for Human Resource Managers	Dan Henderson	Patricia Stevens Evan Braff	May 2014 50+ Employment Expo was a success. Over 1,000 people attended. JCA will host another Employment Expo on May 26 at Sheraton Premiere Tysons, with support from AAA/Volunteer Solutions and Health Department Long Term Care Program Development staff.

Skill Source Senior Employment Resources				As a strategy to reach more of the goals of the initiative , OP3 is working with identified Champions on three potential projects: -- Partnering to deliver a workshop/training for HR managers on the benefits of and resources for hiring and retaining older adult workers. -- Hosting a business plan competition for Silver Entrepreneurs -- Offering an award recognizing employers that follow the best practices and demonstrate success hiring and retaining older adult workers. OP3 researched and made contact with representatives of the Society for Human Resources Managers (SHRM) - Dulles Chapter and Human Resources Leadership Forum to determine their interest in partnering to develop CEU workshop on older adult employment. Presentations were made to both of their advisory boards. OP3 presented to HRLF, and NCS presented to SHRM. SHRM is interested in partnering to develop the workshop to be delivered in the fall and to certify it for continuing education credit. OP3 and NCS are working to identify speakers. OP3 met with Bob Guadian to talk about possible resources to fund a business plan competition and how this initiative might connect to the newer idea of engaging high school students to develop technology solutions for seniors. Mr. Guadian teaches Entrepreneurship at GMU and has hosted a business plan competition at the campus with Dan Henderson, Commission on Aging member. Both are interested in exploring further and we plan to meet again in early June. OP3 met with Northern Virginia Family Services --CARE Awards sponsor and the Human Resources Leadership Awards. Both organizations are interested in partnering to offer this type of award. The organizations are busy with their 2015 awards now, but will meet with Patti Stevens again in the summer to discuss how they can include this as a shared award effort for 2016. The goal of fostering awareness and involvement in Entrepreneurship for older adults has not changed. The new strategy of engaging teens/students is an addition. There are opportunities for collaboration on this - especially since reaching out to funders/sponsors for these events will target the same groups (GMU School of Business, Investors with interest in services/products for older adults.)

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				OP3 will work with SHRM, but an initial measure would be the number of companies participating in the training on hiring/retaining older adults. Discussions will be held with participating companies regarding whether they are willing/able to report on how many older workers they have on board and to track if there are increases in the future. For the Silver Entrepreneurs, number of participants in the business plan competition as an initial measure And, if possible, a one year follow up to see how many launched new businesses. For the Awards program, number of companies applying to be recognized, indicating that they support hiring/retaining older workers.
Fairfax 50+ Community	Senior Navigator	Tom Bash	Grace Lynch	The Fairfax 50+ Community's usefulness is being tested re: developing a community project, i.e. Creative Aging Festival. The group page is at http://fairfax50plus.ning.com/group/wecreate. So far the functions have been effective; however, group participation is not consistent. Also, Senior Navigator just loaded a community-wide calendar. They will be testing this.
GrandInvolve Program	Positive Aging Coalition Dorothy Keenan	Kay Larmer	Evan Braff	The GrandInvolve Team has been meeting since June of 2014. The team is well on its way towards accomplishing its original objectives and added new objectives based on information learned about community involvement at Crestwood. The GrandInvolve Team is a self-directed volunteer team. Each person on the team has equal responsibility toward the success of the team. Everyone has contributed significant amounts of time and energy; decisions are made democratically by the group. Team members are all personally involved in the school as volunteers, either working directly with the children or actively involved with evening activities planned by the staff and/or PTA. A decision was made to expand the program to at least one and possibly two additional Title 1 schools next year. Some members of the Crestwood team will remain with Crestwood and some will move onto self-directed teams developed for the new Title 1 schools chosen for the GrandInvolve program. Accomplished to date: • The number of new senior adult volunteers as of February 1 has already matched the number of total volunteers at this school last year.

				• Partnerships have been formed and include
				   o Crestwood Elementary School where a school counselor acts as a liaison and arranges volunteer matchups, teacher requests, and background checks.
				   o Springfield Civic Association which promotes the GrandInvolve program and has donated $250 to GrandInvolve to purchase books for the students.
				   o Friends of the Richard Boyd Public Library where arrangements were made to use the SCA donation to purchase $250.00 worth of used children's books at one of their book sakes. Children's librarians helped choose the books which will be distributed to children and siblings of Crestwood students during the school's Literacy Night in April. This constitutes a four way relationship between Crestwood, the Friends of Richard Boyd Library, the Positive Aging Coalition, and the Springfield Civic Assoc. (SCA).
				   o Easter Seals organization which will assist with writing grants and recruiting other monetary donations, serve as a conduit for monetary donations, and will act as a partner organization with Volunteer Fairfax so that GrandInvolve may use the Volunteer Fairfax website for volunteer recruitment. Plans are being developed to work together in joint projects throughout Fairfax.
				   o Positive Aging Coalition recruited the five GrandInvolve Action Team members and markets the GrandInvolve program.
				   o Fairfax County Public School's Office of Business and Community Partnerships drew up a partnership agreement between the Positive Aging Coalition, Crestwood Elementary and Easter Seals. They have arranged that background

checks take place at Crestwood to ensure easy accessibility for the volunteers.

- o Crestwood's PTA which GrandInvolve team members support with volunteer time, monetary and other support of PTA ventures in the school. For example, GrandInvolve provided many of the baked goods for the bake sale, volunteered at Movie Night, supplies prizes for Game Night and is planning to contribute to each of the upcoming PTA and school evening events.
- o Grace Presbyterian Church has agreed to provide a church bus and driver to transport Greenspring residents to volunteer at Crestwood Elementary on a weekly basis.
- o Greenspring Residences will arrange for a group of volunteers to come to Crestwood on a weekly basis.

In addition to the partnerships, GrandInvolve Team members have given Sign Up Genius instruction to the Crestwood volunteer coordinator. They've created a brochure and several flyers, and have written press releases, articles and other printed material which has been used in marketing the GrandInvolve volunteer recruitment. They have created an extensive data base for the purpose of marketing and are in the process of marketing the program, using this database.

The GrandInvolve Action Team has chosen the 2 Title 1 schools which will have Action Teams next year. They are Mt Vernon Woods in Alexandria (Route 1 Corridor) and Parklawn in Alexandria (Lake Barcroft area close to Baileys Crossroads). The team has met with the principals and the School Liaison to understand their GrandInvolve goals for the next year. The Action Team members experienced a process redesign this month and consequently have completed a business plan for next school year and future years beyond that. In May, meetings are planned with new volunteers to form several new Action Teams and a 2nd year team for Crestwood Elementary (our flagship school). At Literacy Night in April, GrandInvolve presented Crestwood

				Elementary School with over 1,000 books for children to take home. Teachers had reported that some children have no books at home. Hundreds of books were chosen by children and the rest will be given out at International Night in June. Any remaining books will be used for a lending library set up at the school. These books were purchased in a partnership with Friends of Richard Byrd Library. GrandInvolve had secured a donation of $500.00 from the Springfield Civic Association. Fairfax Times reporters and photographers came to Literacy Night and captured GrandInvolve volunteers handing out the 1,000 books. There was an article in the Fairfax Times and this article was picked up by the Washington Post the following week in the Local News section of the paper. Although there was no contact information, 6 people found me and have offered to volunteer in September. The numbers of classroom volunteers continues to grow but new volunteers have been urged to wait till late September upon Crestwood's request because the school year is ending.
				The cost of marketing materials such as the printing of brochures and flyers was being absorbed by the Action Team volunteers personally. Now we have received help from several County agencies for this expense.
Kaleidoscope 50+	Positive Aging Coalition Dorothy Keenan	Sharron Dreyer	Mena Nakhla	Mena Nakhla, Multicultural and Community Planner, A&A Services, met with staff from the Braddock District, Dranesville District and Springfield District to discuss this initiative. District Supervisors' staff agreed to share contact information for multicultural groups, HOAs and other groups that would benefit from the program. One group mentioned in the Braddock District is a Korean group meeting in the Wakefield Senior Center. Mena Nakhla is also working with the St. Mark Coptic Orthodox Church Senior Ministry to develop a list of topics benefiting older adults in their community.
Library Opportunities for 50+	Fairfax County Public Library Sam Clay, Director Linda Schlekau	Rich Chobot	Linda C. Schlekau	The Library is a partner for the Creative Aging Festival, and Linda Schlekau was active on the festival steering committee. Mena Nakhla organized a meeting with Sam Clay, Beth Ann Margetta, Jacquie Woodruff, Linda Schlekau, and Janice Kuch to discuss opportunities for Libraries and AAA to work together. Beth Ann Margetta, supervisor of one of the two Nutrition units, has worked with Janice Kuch to establish a partnership between Meals on Wheels and Home Delivered Books and Talking Books programs.

				Libraries are involved with 50+ Arts Festival.
				Library Plan:
				FCPL Analysis 50+ population of Fairfax County.
				• Will be developing Survey document
				• Finding locations to conduct the survey on site.
				• Establishing a link to survey online.
				Timeline
				• 2015-2016
				Formulate questions.
				Identify groups to survey
				• 2017
				Conduct the survey analysis
				Analyze and report results
				Challenges:
				• Finding groups to survey.
				• Getting the word out about the survey.
				• Having enough participation in the survey.
				Overall expected outcomes
				• Explore and implement cost-effective opportunities for 50+ residents.
				• Alternative use of library space to support providing meeting spaces and services for this population.
				• 50+ Link to:
				o Friends of Libraries
				o Tax help
				o Volunteer opportunities
				o Evanced calendar of events
				o Senior Navigator
				o FX County Older Adults page
				• Web link hits
				• Customer satisfaction survey

Neighbor to Neighbor	The Fairfax County Federation – Cherie Lejeune	Ellie Fusaro	Patricia Rohrer Evan Braff	An initial planning meeting was held with the COA Advocate, County Liaisons, the Champion, and AAA staff. List was made of possible stakeholders to participate in Planning Committee, including a faith-based rep, NORC rep and others. The Office of Emergency Management outreach staff person is interested in collaborating with the Neighbor to Neighbor effort since OEM is also reaching out to homeowner associations. Activities: Three meetings of the planning team have been held. The team agreed to support not just their favorite, but all village platforms and digital, so the most robust tools with strategies can be offered to the community to better engage with their older neighbors. It was agreed that the planning group will begin pulling together the components required for community presentations to the HOAs and Associations. Resources: The Supervisors' offices; FCFCA of HOAs; associations; and existing village models in the community. A "tool box" of ideas and information for interested HOAs or neighborhoods is being finalized. Plans are being made to utilize social media tools through a web page and Facebook page. Channel 16 will be approached to develop a YouTube video to help educate interested people about how neighbors can support neighbors.
Venture Into Volunteering	Volunteer Fairfax – need new identified champion	Ellie Fusaro	Trina Mayhan-Webb	The 8th Annual Venture into Volunteering event was held on April 2, 2015 at the McLean Community Center. The planning committee continued its partnership with the Positive Aging Coalition to provide education on volunteering and build skilled volunteer visibility to those 50+. The group also reached out to Olli (Osher Lifelong Learning Institute) for additional resources and networking on finding skilled volunteers. Supervisor Foust was the guest speaker for the event and thanked volunteers and community partners for their dedication to volunteerism. The event yielded nearly 100 individuals. Thirty-two community partners participated. A goal to increase partnership involvement was met (new community groups participated in the event); the goal to provide leadership opportunities for older adults was met (a self-directed team of older adults was established to lead the efforts in planning Ventures); and the goal to

				increase the frequency of the event is being meet (the next event is scheduled for October 8 at the Lorton Workhouse Arts Center).
Senior Mobility Fair			Bob Kuhns	A workgroup is being formed to plan for fall Senior Mobility Fair.
Partnership to Provide Medical Transportation	NCS – Glenn Padeway M&T Committee – Jill Clark	Kay Larmer	Jill Clark	The Mobility Management Program will consider medical transportation needs when developing mobility management plans. Funding is a big issue for this initiative. After meeting with INOVA last spring, it was agreed that it was an unmet need, but there were no resources available to mitigate this problem unless individuals qualify for existing subsidized transportation programs.
Mobility Management Program	Fairfax Mobility and Transportation Committee Jill Clark NCS – Glenn Padeway		Jill Clark Sarah Allen - grant	Mobility management: Fairfax County received $675,000 in total grant funding through COG over a two-year period to establish a regional mobility management program. Funding will support two full-time positions, as well as training, supplies, incentives, and other resources to help support the success of the program. Medical transportation: This will be an initiative that the soon-to-be-hired mobility management duo will work on.
Northern Virginia Rides (NV Rides)	Jewish Community Center for Northern Virginia	Ellie Fusaro	Patricia Rohrer Glenn Padeway	After nearly a year of engaging community-based groups and organizations, the NV Rides initiative became operational October 1, 2014. NV Rides is increasing capacity and efficiency for existing volunteer driver programs for older adults and assisting other organizations to start programs; with the goal of having volunteer driver rides available for older adults in the entire of Fairfax County (and eventually northern Virginia.) The program is being administered through the Jewish Community Center of Northern Virginia (JCCNV), and through a partnership with the Jewish Council for the Aging (JCA) was able to secure funding for two years while creating a long-term sustainability plan. A full time program manager started in September, and a part-time marketing and outreach coordinator was hired in November. Four service providers joined NV Rides for its initial operational phase. They are Shepherd's Center of McLean

				Arlington Falls Church (SCMAFC), Mt. Vernon at Home (MV@H), Reston Community Center (RCC) and Herndon Village Network (HVN). SCMAFC and (MV@H) had had volunteer driver programs prior to joining NV Rides and migrated their system over to RideScheduler, a state- of –the- art internet based scheduling software provided at no cost to NV Rides service providers. RCC plans to launch its volunteer driving program in mid-February, and HVN plans to launch by March 2015. NV Rides is meeting with additional service providers throughout the region in an effort to add additional providers to the NV Rides network. Since October 1, 1041 rides have been given; 624 were to medical appointments and 242 were to the grocery store. Volunteers drove a total of 4,926 miles and donated 589 hours; 36 drivers and 69 riders have been added to the NV Rides network. NV Rides has a website, which can be viewed by visiting www.nvrides.org. There is also an NV Rides Facebook page, www.facebook.com/nvrides.
				Since the update above, NVRides has added an additional service provider, and has a verbal commitment from an additional provider. NVRides currently has five community-based organizations that are receiving the benefits of being part of the network of NV Rides service providers. NVRides leadership is confident that there will be a total of eight providers by the end of the summer 2015.
Universal Real-Time Online Transit Data Portal	Tom Bash, Commission on Aging	Tom Bash	Nick Perfili, DOT	Fairfax County's Department of Transportation is working with a contractor, Clever Devices. The project is in the design stage with target completion date of June 2016. The goal is to provide real-time Connector Bus travel information to the General Transit Feed System, administered by the U.S. Department of Transportation, so that it can be integrated into real-time information mobile software servicing the entire D.C. metropolitan area.
Accessibility Guide for Home Modifications	Building for All Committee	Carolyn Sutterfield	Carl Varner	An advisory work group was formed. The group's first action was to determine if there was an existing relevant template from which to build an Accessibility Guide. AARP agreed to allow their Home Fit guide to serve as the foundation. The group is working to identify ways to expand the guide to meet County purposes. Their plan is to develop partnerships (Rebuilding Together, an example) to allow the guide to become actionable and result in the goal of

				more successful home modifications completed than would otherwise be the case if this initiative had not been implemented.
				A potential partnership with the Department of Family Services, Adult and Aging Division, was proposed by Rebuilding Together in a grant proposal being sent to a local Health Foundation.
				Research continues on home modifications to include in the Accessibility Guide for Home Modifications.
Latitude in Land Use	Fairfax County Department of Planning & Zoning	Denton Kent and Carolyn Sutterfield	Charlene Fuhrman-Schulz Jacquie Woodruff	COA Advocates Denton Kent and Carolyn Sutterfield have been working together on the two related initiatives: "Latitude in Land Use" and "Neighborhood-based Older Adult Housing." A compendium of existing incentives pertaining to Older Adult Housing in County policies and Planning and Zoning regulations is being compiled by DPZ staff and will be published in a brochure format as well as placed in a prominent location on the DPZ website. The DPZ Director is working with COA Champions and HCD and DFS/AAA staff to organize a September 2015 event to unveil the new brochure. The event will include a speaker and will be jointly hosted by DPZ and AAA/COA. Developers, builders, and bankers will be invited. DPZ will be working on a Plan Amendment to the County Master Plan that will eliminate the requirement for developers to contribute to school funding if they build age-restricted housing within the Transit Oriented Development zone. This could provide a meaningful financial incentive for developing older adult housing. A formal clarification will be made to the Zoning regulations to specify that both age restricted and non-age restricted affordable housing will not count against density caps in new developments.

Neighborhood-Based Older Adult Housing	Fairfax County Dept of Planning & Zoning	Carolyn Sutterfield and Denton Kent	Charlene Fuhrman-Schulz Jacquie Woodruff	(See above.)
Home Property Management Services	Sue Richey, Richey Homes, LLC	Carolyn Sutterfield	Susan Jones Jacquie Woodruff	The Champion has drafted an initial business plan. A workgroup met to discuss the draft implementation plan and a possible pilot project. THE MODEL: The model will utilize the resources for operations from a private for-profit property management company such as Richey Property Management. The management company will incorporate the use of trained volunteers as well as vetted contractors to maintain the client's home to ensure safety and sound structure. The management company will coordinate all parties to perform the functions on a regular basis and seasonally as needed – things such as handyman services, lawn care, pest control, cleaning services, trash removal and security services. The Champion has detailed the responsibilities of the management company, volunteers and the county i.e. volunteer recruitment. She is developing 3 tiers for pricing and a marketing plan.
Home Sharing Initiative	(1) Daniel Flavin and Patricia Williams, GraceFul Care, Inc. (2) Jim Lindsay, ACC Family, Inc. (3) Long Term Care Coordinating Council, Housing Committee	Kay Larmer	Patricia Rohrer	(1) Dan Flavin has been working on setting up a Homeshare non-profit entity. He has incorporated in Virginia w/articles of incorporation; currently waiting **on** Virginia to process the entity. Dan has purchased the website name (.com/.net/.org) and formed an initial board. The entity will be called GraceFul Homeshare, Inc. The By-Laws and filing with the IRS for non-profit status have been completed. Dan will also be working on filling out the board of directors; he currently has four members with the intention to have seven. Dan will then form an advisory committee. Establish forms, processes and revenue plan etc. (2) Jim Lindsay has interviewed a couple of potential host homes and a couple host renters. None has worked out yet due to issues related to preferences or

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| | | | | limitations on one side or the other. Slow progress is being made, but progress nonetheless!

(3) The Home Sharing Guidebook group has met twice. The committee will research Home Share Guides that are already in use throughout the country and determine what to include in a Guide for Fairfax County residents. The project is expected to be completed by the end of 2015. |
|---|---|---|---|---|
| Help People Stay in their Homes with Technology | Michael Behrman, Executive Director, The Kellar Center, GMU | Dan Henderson | Trina Mayhan-Webb Chris Scales | There are two aspects to this initiative. The first is a volunteer program to assist older adults with technology problems. The Volunteer IT On-Call program has been successfully launched.

The 2nd aspect of the initiative is the formation of an expert technology workgroup to assess new technologies and their effectiveness in helping older adults stay in their homes. The work group that first met in January 2015 decided to do an informal Needs Analysis focused on communication, tasks of daily living, transportation, and health & safety. Would a technology be helpful? How would it help provide a better quality of life? Senior center directors will be asked what they see as the technology needs of their participants. Interested GMU students may be asked to help conduct the needs assessment. Senior center participants may wish to be volunteers for focus groups or test sites.
Question from the group - Can we make people aware of technology that will improve their lives through communication?
The Technology work group has set the following objectives:
(1) Set up Technology Resource Centers at the following possible sites: Access Library, Providence Community Center, the Inova Fairfax Hospital Joanne Crantz Library, and the GMU Kellar Center. Devices may be leased or loaned for demonstration by trained staff. Dr. Marci Jerome from GMU has a grant that may allow her, Emily Fallings from VATS, and/or GMU students to do small group demonstrations of technology products at senior centers and elsewhere across the county. Privately people could pay for demonstrations which would help sustain the project.
(2) Technology Resource fair will be held at the Government Center in the spring of 2016. Vendors will be invited to display and demonstrate all kinds of technologies that would benefit older adults and people with disabilities. |

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				Speakers will be chosen. (3) A 50+ Technology Student Challenge will be initiated in May 2015 with information sent to all teachers of high school students. Students will be challenged to create an app, a web-based technology or robotic that will benefit older adults. The technology will fit it a category of aging in place, community engagement, health & wellness, or caregiver support. Statements of intent would be due on September 30, 2015, with project completions by late January 2016. Winners could be announced or finalists could demonstrate their products at the Technology Resource event in spring 2016. The Technology Student Challenge will be a partnership effort among GMU, Fairfax Adult & Aging Services/AAA, VATS, and various business sponsors. This has been an iterative process but each step has been productive with specific measurable outcomes. The team will be setting outcome goals and evaluation measures to determine the effectiveness of each of the three objectives. Assistance in finding funding for objectives. A grant or funding for equipment and materials for the demo and assessment sites in objective 1. Sponsors and funding for the technology resource event(s) in objective 2. Sponsors and award funds for objective 3.
Universal Design	Building for All Committee The Disability Services Board	Tom Bash	Matt Barkley	The Fairfax County Building For All Committee (BFAC) has conducted several public outreach events educating people about the benefits of Universal Design. BFAC has also collaborated with builders, realtors and their associations to improve software and educational opportunities to develop universal design initiatives.

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| | | | | | Realtor and builder associations are hesitant to make broad systematic changes based on the input from advocates for older adults and people with disabilities alone. As the true customers of the associations BFAC is trying to reach (especially MRIS), BFAC will be re-focusing on recruitment of realtors to help influence these organizations.

BFAC has made progress in the first 4 of the 5 goals of the initiative:
• Modify the software program used by the Multiple Listing Service (MLS) in order that buyers and sellers of homes adapted for people with disabilities might more easily locate each other.
• Encourage adoption of a Continuing Education Unit (CEU) for brokers that would acquaint them with Universal Design concepts.
• Create an on-line inventory of local rental housing which incorporates Universal Design.
• Coordinate neighborhood seminars that will educate senior adults on ways to retrofit their homes

Negotiations are continuing with the Multiple Listing Service (MLS). Realtors are reluctant to employ UD terms such as "accessibility" and "visitability" because they can be interpreted differently, exposing them to liability and possible lawsuits. BFAC seeks to resolve these language issues in 2015.
BFAC is working to identify a UD training module for brokers that can be used to fulfill their CEU requirements.
BFAC members are contacting landlords of accessible properties, requesting that these sites be included in Fairfax County's on-line housing inventory.
They are seeking additional venues and audiences for Home Fit workshops.
A future goal is to work with public and private partners to showcase universal design projects. BFAC plans to ask Fairfax County to publicly recognize builders who are adopting UD concepts in new construction. |
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Fairfax County Public Library Card Outreach Pilot Project with Fairfax County Public Schools - Fall 2015

Objective: To increase access to and awareness of literacy, homework, parenting and lifelong learning materials and services, Fairfax County Public Library (FCPL) will target library card outreach efforts to three Fairfax County Public Schools (FCPS) during September and October 2015.

Measures: increased card holder numbers in the three identified schools; increased literacy skills noted by FCPS personnel; increased visits to nearby library branches.

Fairfax County Public Library Board of Trustees member, Priscille Dando, will select three FCPS elementary schools in July 2015. These schools will work together with Priscille Dando and library staff to achieve the objective of this partnership.

Joint efforts could include:

- FCPL staff registers and distributes library cards at select school events (i.e. back to school night, PTA meeting, family literacy night, etc.);
- FCPL will provide marketing materials that highlight FCPL services. FCPS staff will send materials home in students' backpacks;
- Identified elementary schools will link to FCPL website from the school's home page and email information to parents about FCPL services;
- Event(s) could be planned at nearby library branches inviting students and families to attend an open house to learn more about the library;
- Teachers and school librarians will encourage students to visit the public library.

This program could be duplicated at other FCPS schools in the future.

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Subject: FW: Marketing Resources for SRP

From: Byrne, Angela
Sent: Tuesday, May 26, 2015 11:01 AM
To: LIB-Marketing and Communications; LIB-BRANCH MANAGERS; LIB-BRANCH MANAGERS ASST; LIB-Youth Services Managers
Cc: Kavich, Ted
Subject: Marketing Resources for SRP

Hello all,

Summer Reading Program is less than a month away and we have been putting the finishing touches on SRP materials. You should have already received some printed materials like reading logs and more printed materials are on the way, including the coupon book; you can also find many items online on the SRP media page.

The SRP print calendar should be in branches around May 29, until then you can direct people to the online calendar. **Please use the smaller publication "Performance Schedule" for outreach events and book talks.** We did not print extra copies of the full printed calendar, so it's best to let customers pick up that item if they are truly interested in attending an event instead of giving them out at events. We will not be able to resupply any branches that run out of the printed calendar before August but you should have an ample supply of the "Performance Schedule" publications. (Of course you might be able to get extra printed calendars from other branches that find they have too many.)

If you are looking for images to put on flyers or digital display slides, we have images of the 2015 SRP performers, 2015 SRP clip art and also general event images on our Flickr page. If you missed our earlier message about SRP digital display slides, they are also available on the Digital Display Team site.

We will have Teen Art Contest marketing materials and the "For Love of Country" essay contest materials in branches in the next few weeks before the contests begin. A link to the art contest entry form will be available on the teen page starting June 19 and the essay contest info will be on the kids and teen pages.

The SRP webpage will go live on June 19 allowing kids to sign up, but in the meantime, there is some limited information available on that page (especially for schools who are looking for something to link to). You can find it on the home page under "Library Services."

The updated channel 16 SRP video will also be available soon. We will post it on the YouTube page and put a note in 411 so you can share that as well.

Have a great Summer!

Angela Byrne
Graphic Artist II

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Fairfax County Public Library Board of Trustees

ACTION ITEM – Addition to Board of Trustees Policy J "Policy Regarding Privacy of Patrons' Research and Reading Materials"

May 13, 2015
Updated: June 10, 2015

ISSUE: On April 8, 2015 the Library Board of Trustees adopted the American Library Association's July 2011 "Resolution to Protect Library User Confidentiality in Self-Service Hold Practices". http://www.oif.ala.org/oif/?p=2371

RECOMMENDATION:

The holds process will be updated to mask the borrower's complete name by adjusting the full name to a code, to include letters and numbers related to customer's name and library card number. The update will be included in Policy J, number 3.

Label will be modified to this format:

Last Initial, first initial, last 7 digits of library card number - EX: SL1234567

BACKGROUND: At present, on the holds self-pick up shelves, the customer's complete name and the book title are visible to others. With the adoption of the ALA resolution, this procedure is not in compliance.

The new process involves coding changes to the label software, a marketing campaign for current customers, updates to the webpages, staff and volunteer training, etc. The new privacy procedure will begin September 1, 2015.

Attachments: Current Policy J

J. POLICY REGARDING PRIVACY OF PATRONS' READING MATERIALS

1. Laws governing library records of patrons, Virginia Code 2.1-340[15] (Virginia Freedom of Information Act, in part, of July 1, 1979) (b). The following records are excluded from the provisions of this chapter:

   (7) Library records which can be used to identify both (i) any Library patron and who has borrowed material from a Library and (ii) the material such patron borrowed.

2. Library service records are for the sole purpose of maintaining and conserving public property and are not to be used for identifying the titles or kinds of material or equipment used by individual Library patrons.

   a) The staff shall not provide to a third party the details, nature, or purpose of information requested by an individual patron.

   b) Such records or information shall not be revealed to any individual or agency unless ordered by a court of competent jurisdiction. Prior to release of such information or records, the Library Director shall consult with the County Attorney to determine the possible avenues of relief from the order. Upon receipt of any such order, the Library Director shall advise the County Attorney and the Chairman of the Fairfax County Public Library Board. The members of the Library Board shall be informed of any action taken pursuant to such order.

   c) Any costs incurred by the Library in any search through patron records, under a court order, shall be chargeable to the agency demanding such search.

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[15] The Virginia Freedom of Information Act, Addendum 15, p. 38

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Incident Report
May 2015

Branch	Type of Incident	Number of Incidents
CE	Mental Illness *	1
FX	Substance Abuse	1
	Parking Lot *	1
	Customer in Distress *	1
PO	Building Emergency *	2
	Stalking	1
RR	Physically Threatening Behavior	1
	Sexual Misconduct *	1
	Parking Lot *	1
TY	Theft of Library Materials	1
	Disruptive Behavior	1
DM	Disruptive Behavior	1
HE	Police Activity *	1
	Theft of Personal Property *	1
KP	Parking Lot *	1
	Building Emergency *	1
KN	Theft of Library Materials	3
LO	Disruptive Behavior *	1
OK	Customer Injured	1
PH	Disruptive Behavior	2
	Police Activity	1
TJ	Mental Illness	1
	Suspicious Activity *	1
WW	Robbery *	2

Total Incidents May 2015　　　　**29**

* Police, Fire Department, Animal Control, or FMD notified

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SPCRS
6/2/2015

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Reston Town Center North
RFP Selection
5/22/15

Selection Advisory Committee (SAC)

- Carey Needham, Director, Building Design & Construction Division*
- Fred Selden, Director, Department of Planning and Zoning
- Ryan Wolf, Office of the County Attorney
- Barbara Byron, Director, OCR
- Kirk Kincannon, Director, Park Authority
- Joe LaHait, Management and Budget
- Katayoon Shaya, P3B, BDCD/CAP

*SAC Chairperson

Technical Advisory Committee (TAC):

- Andrew Miller, P3B, BDCD/CAP
- Luis Pitarque, P3B, BDCD/CAP
- Brenda Gardiner, Department of Administration for Human Services
- Jess Werder, Program and Procedures Coordinator, Office of the County Executive
- Hossein Malayeri, Deputy Director, HCD
- Daniel Rathbone, Department of Transportation
- Katie Strotman, Library Administration
- Dean Kline, Office to Prevent and End Homelessness
- Regina Coyle, Department of Planning and Zoning
- Sonja Ewing, Office of Community Revitalization
- George Bright, DPSM
- Master Planning Consultant Team (Architect, Civil, Development Consultant)

1) **Meeting Objective:**

- **Public Development Scope Question:**
  Should the RFP include the provision of 28,600 SF or quasi-public use space for non-profit organizations, beyond the space needed for management and administrative services related to the Shelter and Supportive Housing Units?

- **Alternate Locations for Shelter and Library-**
  Should the RFP scope be extended to allow for, or encourage, relocation of the Shelter and/or the Library to Block 3 (currently owned by Inova and the County)?

- **Ownership Preference for Private RDUs-**
  Does the County have a preference for private Ownership or Rental status for private RDU's to be developed on Blocks 7 and 8 that should be stated?

2) **Discussion/Presentation (Phase 1 , Blocks 7 & 8):**
   RFP Part 1-
   - **Scope/Objective**
     - Identify a fixed list of potential Offerors
     - Obtain basic information on team members, organizational structure and experience for Offerors
     - Provide opportunity to address questions and concerns from Offerors as part of pre-submittal meeting
     - May provide for a pre-qualification step based on established, based on basic criteria developed in conjunction with DPSM and CAO:

       o Federal Debarment List
       o Bankruptcy
       o Construction Safety Record
       o Complete Response to Part 1 Requirements
       o Ability to obtain a bonding amount suitable for scope
       o Ability to obtain a minimum line of credit suitable for scope
       o Experience Requirements for Similar Projects: Class A Mixed Use; Public Private Partnership developments including public facility elements; Projects delivered in DC Regional Market

   RFP Part 2-
   - **Project Scope**
     - Commercial Development FAR (Office, Hotel, Retail, Public Uses, etc.)
       Max FAR= 340,000 SF
       Min FAR= 270,000 SF

       Includes: New Family Shelter=   21,600 SF
                  New Regional Library=   39,000 SF
                  Community Center Space=   2,000-4,000 SF
                  PUBLIC FAR TOTAL=   62,600 SF- 64,600 SF

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- Residential Dwelling Units
  Max=   420 RDUs
  Min=   360 RDUs

  Includes: 12% Affordable Dwelling Units
               4% for 50% median income range
               8% for 65% median income range

  Supportive Housing Units= 30 Units

- **RFP considerations** (Blocks 7 and 8)
  - Street extension to the south –
    a. County will view favorably a street extension to the south, through Library Park

  - Consolidation –
    a. County will allow proposals which develop Blocks 7 and 8 together, or which develop Block 7 or Block 8 individually

  - County core and additional requirements
    a. Core requirements (must have's)
        i. Provide and furnish a new shelter plus ancillary office space
        ii. Provide uninterrupted shelter service through construction and use of temporary, or relocated, shelter
        iii. Provide and furnish a new library plus adjacent community space
        iv. Provide minimally interrupted library service through construction and use of temporary, or relocated, library
        v. Provide 30 Supportive Housing Units
        vi. Provide 12% new Affordable Housing
        vii. Design and construct buildings to achieve a rating of LEED Silver
        viii. Provide accessibility to 25% (each) of supportive and affordable housing
    b. Additional requirements
        i. Responsible for pro-rata share of proffer expenses
        ii. Responsible for pro-rata share of joint development expenses
        iii. Design/construct the segment of north-south road separating Blocks 7 and 8
        iv. Comply with all RFP submission requirements

  - Community Benefits (Elements beyond county core requirements)
    a. Non-County elements such as a Performing Arts center, additional affordable housing, and others as proposed (beyond the County core public facilities), will be evaluated based on the criteria and proposed cost.

- **Open Space Covenant**
  - Projected to have adverse impact on Private Partner obtaining title insurance and possible private financing
  - CAO pursuing release of covenant from Chevron (successor to Gulf Reston)
  - Potential negotiations with Reston Association to resolve RA claims on Open Space
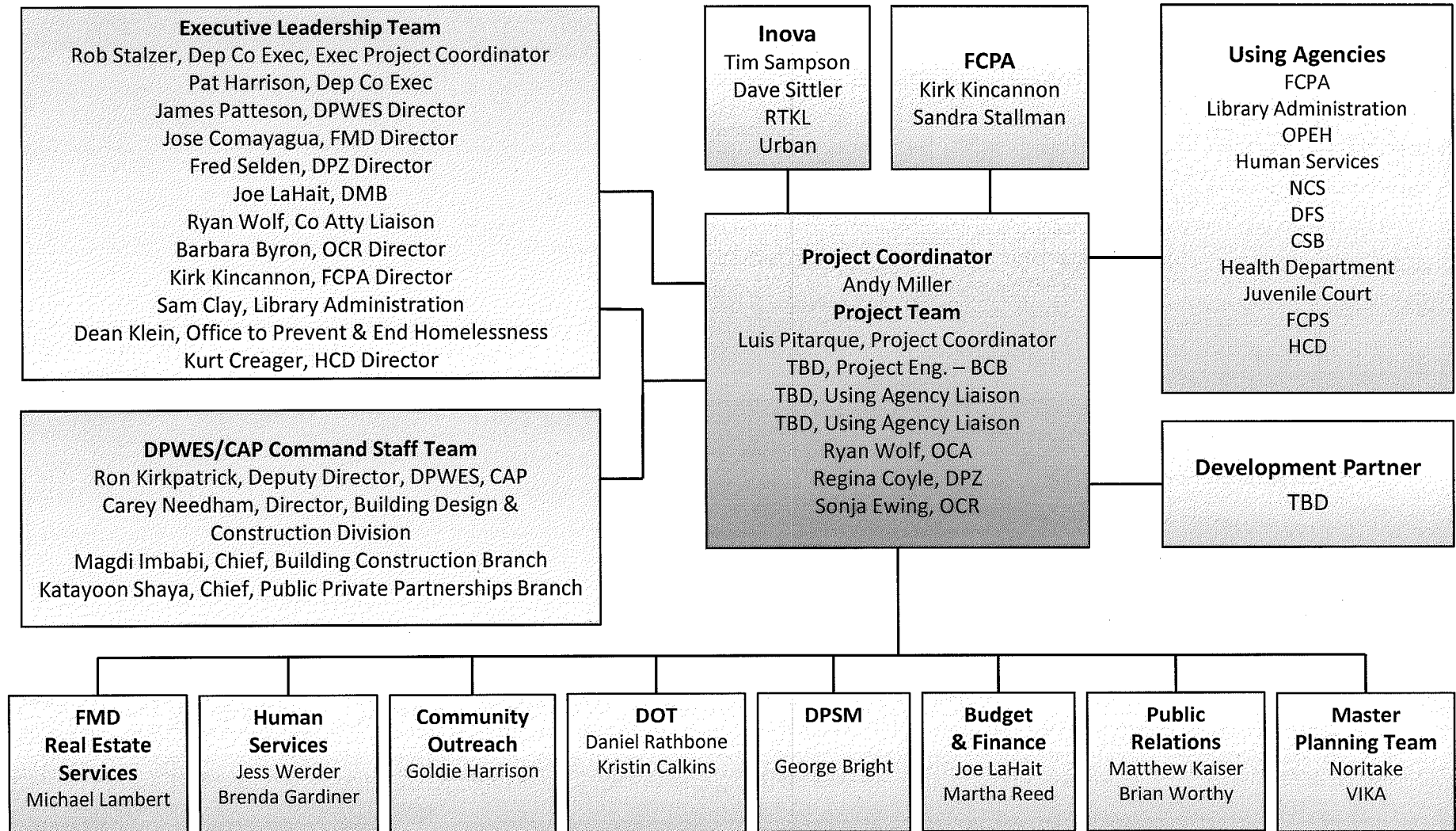
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- **Inova Interim Real Estate Exchange Agreement (IREEA)**
  - Does not include FCRHA property (Block 9) in initial Rezoning Application. FCRHA Block 9 will come back into the campus plan as part of the final rezoning process in combination with adjacent Block 5, or as a stand-alone project
  - Likely to incorporate BOS Owned open space property located west of Town Center Pkwy. Verifying open space credit for Zoning and Site Plan; and verifying whether development rights are available for this parcel
  - Target is for BOS approval prior to end of July 2015

- **FCPA Five Acre Parcel**
  - Approved by FCPA Board
  - Intent is to bring to BOS for Action same date as BOS Action on Inova IREEA

- **Draft Proposal Evaluation Criteria**
  - Meeting minimum requirements for replacement of Library, Shelter, and Community Center space adjacent to Library (non-Profit space)
  - Meeting minimum requirements for ADUs (12% + 8%)
  - Maximizing FAR for total public/commercial development within the prescribed range
  - Maximizing RDU's within the prescribed range
  - Quality of overall master planning, urban design, and integration with campus master plan; including conformance to Comp Plan and Campus Design Guidelines; and vehicle, bike and pedestrian transportation plan
  - Financial value derived for County from development proposal, first-cost and life-cycle
  - Life Cycle real estate tax base created for County
  - Timeline commitments for development of Public Facilities; Commercial development, ADUs and RDUs; and timing of payment commitments for real estate options/takedown
  - Incorporation of Blocks 7 and 8 in development proposal
  - Proposed ownership and long term operating and maintenance structure and cost
  - Unencumbered control of all subject areas of real estate covered by proposal
  - Incorporation of Library Park in proposal with plan for transportation integration to Reston Town Center block
  - Phasing plan and Coordination of development plan, including detailed, realistic schedule and realistic consideration of shared infrastructure development costs and proffers
  - Experience of project team in successful delivery of similar, mixed-use projects with a significant public component
  - Plan and cost for providing continued service for library and shelter

3) **In Progress:**
   - Human Services Study & Community Outreach
   - Financial Model and Analysis
   - Campus Planning
     - Massing Study
     - Design Guidelines
     - Location of Future County Facilities

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Executive Leadership Team
Rob Stalzer, Dep Co Exec, Exec Project Coordinator
Pat Harrison, Dep Co Exec
James Patteson, DPWES Director
Jose Comayagua, FMD Director
Fred Selden, DPZ Director
Joe LaHait, DMB
Ryan Wolf, Co Atty Liaison
Barbara Byron, OCR Director
Kirk Kincannon, FCPA Director
Sam Clay, Library Administration
Dean Klein, Office to Prevent & End Homelessness
Kurt Creager, HCD Director

DPWES/CAP Command Staff Team
Ron Kirkpatrick, Deputy Director, DPWES, CAP
Carey Needham, Director, Building Design &
Construction Division
Magdi Imbabi, Chief, Building Construction Branch
Katayoon Shaya, Chief, Public Private Partnerships Branch

Inova
Tim Sampson
Dave Sittler
RTKL
Urban

FCPA
Kirk Kincannon
Sandra Stallman

Project Coordinator
Andy Miller
Project Team
Luis Pitarque, Project Coordinator
TBD, Project Eng. – BCB
TBD, Using Agency Liaison
TBD, Using Agency Liaison
Ryan Wolf, OCA
Regina Coyle, DPZ
Sonja Ewing, OCR

Using Agencies
FCPA
Library Administration
OPEH
Human Services
NCS
DFS
CSB
Health Department
Juvenile Court
FCPS
HCD

Development Partner
TBD

FMD Real Estate Services	Human Services	Community Outreach	DOT	DPSM	Budget & Finance	Public Relations	Master Planning Team
Michael Lambert	Jess Werder Brenda Gardiner	Goldie Harrison	Daniel Rathbone Kristin Calkins	George Bright	Joe LaHait Martha Reed	Matthew Kaiser Brian Worthy	Noritake VIKA

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Subject: FW: cross-county Friends of the library goals initiative / recap of initial discussions 5/15, 5/19

From: Pamela Chin [mailto:pchin.yee@gmail.com]
Sent: Tuesday, May 19, 2015 10:53 PM
To: Suzanne Levy; Karrie Delaney; Strotman, Katie; Quinn, Melanie E.; Parnes, Daria; LaMarca, Chris; Brian Engler; Friends of Richard Byrd Library; Nancy Allard; Kate Kroehler
Cc: Clay III, Edwin S.; Gates, Karen; Yolanda S. Atkins; Polson, Jerilyn
Subject: cross-county Friends of the library goals initiative / recap of initial discussions 5/15, 5/19

Hi, Everyone*,

Thanks again to all of you for your time and your thoughtful participation in the initial discussions regarding cross-county Friends goals setting.

I for one thoroughly enjoyed the two opportunities to meet and share thoughts and ideas on this subject.

Below is a brief highlights recap from the two sessions. "Next steps" are included. Everyone, please feel free to contribute edits, additions, clarifications as you see fit. I apologize in advance for all errors, omissions and inaccurate interpretations.

I also wish to thank those individuals who have already raised their hands and wish to continue their involvement in this initiative. And I welcome the names of others who would like to continue, as well as nominations of other folks who might wish to start participating.

Many thanks!   --   Pamela

P. S.   * *Yolanda: can you please forward this message to Bob Golden? Thank you!*

HIGHLIGHTS RECAP
Initial Discussions Fri 5/15/2015, Tues 5/19/2015

The Current Situation
a)   The need to get back on track to win-win interactions, following several lose-lose events.
b)   The need to respond to serious double-digit declines in library usage at the branch level.
c)   The Friends groups are under-utilized and frustrated.

The Case Study / Richard Byrd
d)   Yes, here's a library branch that is succeeding in engaging the community through the strategic innovation and energy of the Friends group.
e)   Yes, this case study can inspire both branches and Friends groups to become more successful in engaging their local communities.

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f)   Change does have its price and takes its toll. Transitions take time (months into years), but the end rewards can more than offset the pains, and can set a crucial path for the future.

Consideration of the Agenda Proposition (cross-county Friends goals-setting initiative)

Key discussion points (not in order of importance)
g)   The core mission of Friends groups has been solely to raise funds to benefit the branch specifically and the system in general. But there can also be a secondary mission to help make the branch a vital part of its local community.
h)   Some Friends groups are involved in non-book sale activities, but knowledge of any local successes rarely extends outside the specific branches.
i)   The NABC approach to innovation was cited. (3 of the 4 components)
    1)   Need
    2)   Approach
    3)   Benefit
In the context of the agenda discussion, the point was raised that it would be most beneficial for the library branches to define and to express their "needs" more clearly. The relative degree of clarity in the "needs" positively impacts the consideration of alternate "approaches" for addressing such needs by the Friends groups (and other partners).
j)   Library branch management is currently empowered by Library Admin to consider, develop and execute outreach initiatives with their local communities.
k)   Library branch management needs to be made aware that it has the option to ask for assistance, resources and support from the Friends groups, in order to achieve desired outreach objectives.
l)   Friends groups can collectively support library branch efforts, as well as on an individual one-on-one basis.
m)   There is a crucial opportunity to switch the overarching focus to what the Friends can do singly and collectively to help the branches achieve community engagement, rather than dwelling on what the Friends cannot do.

Group consensus was not reached regarding a potential Friends goals-setting framework

n)   It was concluded that further deliberation is necessary.
o)   It was concluded that it could be very beneficial for the Friends groups to assess (re-assess) the nature and specifics of their existing and/or desired interactions with the library trustees, library admin, branch management, the Foundation -- and with other Friends groups (cross-county).

Group consensus reached regarding "Next Steps"

p)   There was agreement to move forward by enlarging this conversation.
q)   Consideration of this subject will be proposed as an agenda item for the upcoming branch managers meeting in early June 2015. The Richard Byrd case study can be presented and discussed.
r)   The Friends groups will set up a gathering that allows a larger pool of Friends groups to consider the entire subject of a cross-county Friends goals setting initiative. The Foundation will be invited to participate as part of that larger pool. The timeframe for such a gathering is an open item.
s)   The Friends groups will solicit a host branch for the next formal Friends Forum later in 2015.
t)   For the time being, Pamela Chin will handle coordination and communications for the Friends goals-setting initiative.

Other notable ideas and suggestions

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u)   Consider the establishment of a "resource center", where relevant processes are documented (nuts and bolts for developing Friends grant proposals and securing intra-county funding; templates for various Richard Byrd initiatives, such as "Educators Night"; etc)

v)   Consider the establishment/availability of training for those parties interested in developing direct outreach initiatives with individual community organizations.

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Subject: FW: 2015 PR Xchange Awards Competition

From: Mark Aaron Polger [mailto:MarkAaron.Polger@csi.cuny.edu]
Sent: Tuesday, June 02, 2015 1:28 PM
To: Jones, Gwendolyn Anne
Cc: Scott Sheidlower
Subject: 2015 PR Xchange Awards Competition

Dear Gwendolyn Jones,

Thank you for submitting your library promotional materials to the 2015 PR Xchange Awards Competition at the PR Xchange.

Our panel of judges were very impressed with the depth and breadth of all of the work submitted. With approximately 375 entries, the competition was extremely tight.

We are delighted to let you know that the Fairfax County Public Library has won an award in the following category:

Business Resources Flyer, Bibliographies / Booklists / Materials Promoting Collections - print, $15,000,000 plus

Congratulations!!!

We will be presenting award certificates during the PR Xchange Awards Ceremony on Sunday, June 28 at 12:30pm at the PR Xchange event at the ALA Annual Conference in San Francisco. We hope that you or a representative from your library will be able to join us to receive your award.

In addition, we will have display boards of the winning entries featured at the PR Xchange on Sunday, June 28 from 11:00am-12:30pm.

If you are able to attend, we hope that a representative from your library will spend some time standing by your board(s) to discuss your work and answer questions. For electronic entries, we hope that you can bring a laptop or tablet to show off your award-winning work.

Mailing instructions: We hope that you will provide **50-100 copies** of your entries (including those that did not receive awards!) for distribution at the PR Xchange.

During the event, librarians can browse publicity materials and gain inspiration from libraries around the country.

Mailing labels are available at http://www.ala.org/llama/pr-xchange-mailing-labels

Please also mail two copies of your entry (if it is an electronic entry, then a screenshot or image will suffice) for our display boards to:

2015 PR Xchange Awards at PR Xchange
c/o Holly Flynn, Outreach Librarian
Michigan State University Libraries

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≡ **Forbes** / Leadership

‹ ›

Do We Need Libraries?

APR 28, 2015 @ 12:18 PM

37,563 VIEW

Steve Denning
CONTRIBUTOR
I write about radical management,
leadership, innovation & narrative

Opinions expressed by Forbes Contributors are their own.

FOLLOW

Libraries everywhere are under threat. After all,
who needs a library today, when it is possible,
without even getting out of bed, to find and read
almost any book or article that has ever been
published? One is tempted to recall the reaction by
some to the recent news that Radio Shack had gone
bankrupt: "Radio Shack bankrupt? I didn't know
Radio Shack still existed!"

I was asked to give the opening keynote at a
combined meeting of the Library Leaders Summit
and the Computers in Libraries conference this
week in Washington, D.C. In discussing the future
of libraries, the conference continues a long
tradition of forward-looking libraries exploring
emerging technologies, hearing from bleeding edge
practitioners and sharing case studies of innovative
libraries. My thoughts on the future of libraries are

‹ ›

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facing the threat of extinction from massive
disruption to their business.

Forbes

10 Stocks to Buy Now

Library of Congress in Washington, DC, (Jim Watson/AFP/Getty Images)

The Scale of Disruption Today

The scale and pervasiveness of the disruption that sectors like libraries face is amazing.

——————— ForbesBrandVoice ? ———————

The disruption begins with products. The smartphone, as Larry Downes and Paul Nunes explain in their book, *Big Bang Disruption*, is resulting in a huge array of products becoming obsolete:

Address books, video cameras, pagers, wristwatches, maps, books, travel games, flashlights, home telephones, dictation recorders, cash registers, Walkmen, Day-Timers, alarm clocks, answering machines, yellow pages, wallets, keys, phrase books, transistor radios, personal digital assistants, dashboard navigation systems, remote controls, airline ticket counters, newspapers and magazines, directory assistance, travel and insurance agents, restaurant guides and pocket calculators.

But the disruption isn't limited to products. Whole sectors of commerce are under threat.

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Physical banks with branches, tellers and checks are being replaced by online banking with mobile payments and digital wallets.

Taxis are being replaced by Uber and Lyft.

Video rental stores like Blockbuster have given way to online streaming by Netflix and Amazon.

Television networks are facing similar inroads.

Venerable retail clothing chains are being undermined by fast fashion firms like Zara and H&M, with product cycles that are completed in weeks, rather than a year.

And who needs to buy a car when there is Zipcar or Car2Go?

Do we really need huge hotels when a firm like Airbnb has 800,000 listings in 33,000 cities?

Most physical book stories like Borders have already succumbed to Amazon, and paper books are being replaced by the Kindle and other devices.

The last Encyclopedia Britannica in 2010, with 40,000 articles and 100 editors in one language, is no match for Wikipedia, with 35 million articles that are constantly updated by 69,000 editors in 288 languages. Will we ever see another Encyclopedia Britannica in print again?

Against this background, what is the future of libraries? There is no reason to think that libraries are necessarily immune from the Grim Reaper of disruption. Do libraries have a future at all?

The Computer Age Requires A Change In Management Mindset

For several decades, libraries have made significant efforts to make themselves relevant to the computer age with elaborate efforts to computerize services and develop new technology. Will this effort pay off?

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To answer that question, we need to recognize that the computer age is not fundamentally about computerization. The computer age is about the *change in management mindset* enabled by computerization.

That's because the most important thing that computers and the internet have done is not just to make things faster and easier for organizations. Even more importantly, they have shifted the balance of power in the marketplace from the seller to the buyer. The customer is now in charge. The customer has choices and good information about those choices. Unless customers and users are delighted, they can and will take their business elsewhere.

As a result, the slow moving hierarchical bureaucracies of the 20th century can no longer cope with the speed and complexity of a marketplace where success depends on understanding the wants and needs of fickle customers and finding ways to delight them. Ponderous bureaucracies—with individuals reporting to bosses, with roles, rules, plans and reports—simply can't cope.

The economy that has emerged to deal with this new marketplace—the Creative Economy—runs on different management principles: self-organizing teams delivering value directly to customers with constant feedback from customers. The role of the manager is transformed from a controller to a coach. The team itself has a direct line of sight to the customer and can see whether what they are doing is leading to customer delight. The customer becomes the center of the organization's universe, rather than being on the periphery, or not even present at all.

In bureaucracy, the management ideology is vertical. "Power trickles down from the top," as Gary Hamel points out. "Big leaders appoint little leaders. Individuals compete for promotion. Compensation correlates with rank. Tasks are assigned. Managers assess performance. Rules limit
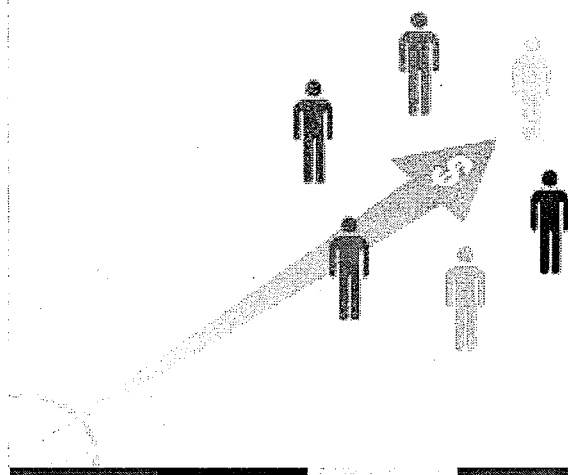
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discretion." The values are efficiency, predictability and telling people what to do.

In the Creative Economy, it's the opposite. The management ideology is horizontal. The central goal of the organization is to delight the user or customer. The values are enablement, self-organization and continuous improvement to add value to the user or customer.

These two ideologies—the vertical ideology of the Traditional Economy and the horizontal ideology of the Creative Economy—are incompatible. They have fundamentally different dynamics. When you try to plug Agile self-organizing teams into a hierarchical bureaucracy, you get continuing friction. It's not sustainable. Either the horizontal ideology will take over the organization or the vertical ideology will crush the Agile self-organizing teams.

Forward-looking firms like Apple, Amazon, Zappos and Zara have embraced this different management ideology. Many books are now available describing management in the Creative Economy. The transition is being driven by economics.

The choices for the incumbents of the Traditional Economy are simple: change or die. Some organizations might decide, like Borders or Blockbuster, to die. Staying on the same course is not an option.

Three "Wrong" Answers To The Future Of Libraries

Forward-looking libraries are well aware that they need change. But change in which direction? I see three "wrong" answers to the future of libraries.

One wrong path involves merely computerizing existing services. This is a common mistake with every new technology: applying the new technology to what is currently being done. Thus when it was realized in the 19th century that an engine could
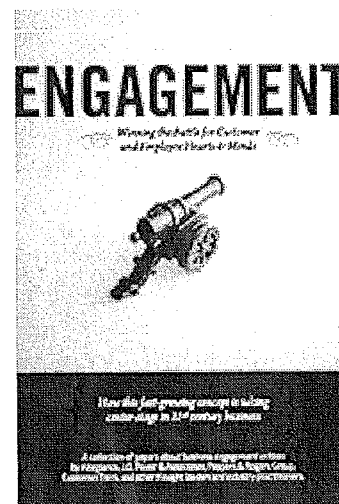
contraptions with an engine on wheels pulling a cart with passengers. The designers hadn't rethought the concept of a horse-and-cart or imagined what would be possible with the new technology: the engine could be integrated with the passenger cabin to produce a comfortable car. Similarly, computerizing existing library services will result in redundancies that will limit any gains to be made from computerization. There is a need to rethink what services are possible with the new technology, as well as what is no longer needed.

A second wrong path involves applying the 20th century preoccupation with efficiency to the organization and merely using computers to reduce costs. The sad history of technology efforts over the last 50 years is that computerization by itself doesn't reduce costs. Unless the work is redesigned, the costs of introducing the technology almost always outweighs the seemingly obvious gains in efficiency. So computerization by itself is unlikely to result in an overall net reduction of costs, nor will it save libraries from extinction.

A third wrong path involves a frantic effort to "build apps" for smartphones, without thinking through what the apps will enable users to do and whether users want that. The banking industry, for instance, is spending large amounts of money "building apps" for smartphones: it is a safe prediction that most of the apps will be unused because they are not grounded in users' needs and focused on making users' lives better.

Five "Right" Approaches For Libraries

The future of libraries is a story that has yet to be written. I don't pretend to have "the answer" to that story. The only thing we know for sure is that the story will be different from the story of libraries in the past. But here are five questions that could lead to the right answer. In fact, the key to unlocking the mystery requires asking the right questions.

The first and most important question for libraries is to ask: How can we delight our users and customers? This is a tricky question to answer. Answering it will require all the capabilities and ingenuity of the talented library staffs. Libraries will be unable to answer it if they continue to be run as vertical bureaucracies focused on producing outputs. In that form, libraries simply won't have the agility or the institutional smarts to figure out what users really want and then deliver it.

This recognition leads on to the second right question. How can we manage the library to enable continuous innovation? This will involve a shift to the management practices of the Creative Economy, including the shift in the role of managers from controllers to *enablers*, the shift in coordinating work from bureaucracy and counting outputs to *Agile approaches* to coordination and assessing *outcomes*, the shift in values from efficiency to *continuous improvement*, and the shift in communications from top-down command-and-control to *horizontal conversations*.

The third question is: What will make things better, faster, cheaper, more mobile, more convenient or more personalized for our users? The most important words in this question are the last three: "for our users." Changes that make things better for the library, but make things worse for users, are not the answer. We have all experienced how airlines have introduced changes that make things better for the airline, but make things worse for us as passengers. The moral of this story: don't emulate the airlines!

The fourth question to ask is: What needs could libraries meet that users haven't yet even thought of? We can't solve the mystery of the future of libraries by asking users what they want: they simply don't know! They can't imagine the possibilities, just as users couldn't have told Steve Jobs the future of music or mobile phones if he had asked them. Apple had to invent the iPod and the iPhone. Once users saw those devices, they said

"Yes, I must have them." So libraries must imagine a future that users will truly want, even though users themselves don't yet know what that is.

Using the right metrics to track customer delight will be important here. A informal poll at this week's conference suggested that relatively few libraries are using the Net Promoter Score (NPS) methodology. Instead, the metrics in use seem to focus on outputs, like numbers of users or circulation figures. Although we all love librarians because they are instinctively helpful, getting feedback from users about the overall utility of the library as a whole, using the NPS methodology, would give libraries a handle on whether their efforts to delight users are paying off—or not. There are no points here for librarians putting in exceptional personal effort, as they do. The only question is: are those efforts resulting in exceptional user outcomes in comparison to other alternatives that users have?

This inquiry would lead to the fifth set of questions. What are the things that libraries are currently doing that users already love? How can libraries do more of those things, and do them sooner, better, faster and in a more convenient, more personalized way? And how can libraries stop doing things that users don't value or that even annoy them? In other words, libraries may not have to *invent* the future. They may be able to *discover* it. "The future is already here," as the science fiction writer William Gibson said. "It's just very unevenly distributed."

We can also draw on the wisdom of French novelist Marcel Proust: "The real voyage of discovery consists not in seeking new landscapes but in having new eyes." We have to recognize the future that is already unfolding right in front of us. What we need are eyes to see it.

Follow Steve Denning on Twitter at @stevedenning

10 Stocks to Buy Now

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Comment on this story

Memorandum

June 8, 2015

To: Library Management Staff

From: Doug Miller, SP&CRS
Martha Sue Hess, SP&CRS

Subject: Monthly Statistical Snapshot, April 2015

Attached is the monthly statistical snapshot for April 2015.

➤ Circulation for FY2015 is 4% below FY2014 levels

➤ Library visits for FY2015 are 4% below FY2014 levels.

➤ As noted in previous snapshots, the library has transitioned the signup for public Internet PCs from Pharos to SAM/Comprise. Beginning with the January snapshot the number of "Internet SignUps" formerly provided by Pharos, will be replaced by the number of "Internet Sessions" now provided by SAM. Since the new system is tracking usage differently, any comparison between previous Pharos data for "Internet Signups" and SAM data for "Internet Sessions" would be greatly dissimilar and highly misleading.

➤ Several branches experienced power outages, phone problems, and computer issues during the month.

Please call Strategic Planning and Customer Research Services if you have any questions.

Monthly Statistical Snapshot
April 2015

Site	Circulation April	% Change Cumulative FY14 - FY15		Site	Door Count April	% Change Cumulative FY14 - FY15
OVD	91,249	29%		RR	35,748	-4%
RR	53,324	-9%		FX	33,611	-11%
CH	46,810	-8%		GM	26,454	-3%
PO	42,490	-5%		PO	26,071	-3%
CE	38,432	-9%		CE	25,783	-5%
GM	36,435	-11%		CH	25,665	1%
FX	35,720	-8%		WW	22,025	13%
PH	29,924	-9%		SH	21,352	-6%
KP	28,586	-9%		TY	21,227	-5%
TY	27,526	-11%		PH	17,787	-4%
SH	25,693	-10%		KP	17,226	-6%
DM	22,822	-9%		RB	16,327	1%
OK	21,450	-6%		DM	14,465	-5%
BC	18,383	-9%		HE	13,061	3%
RB	18,369	-7%		KN	12,700	-6%
KN	16,522	-10%		BC	12,058	9%
TJ	15,834	-11%		OK	11,885	-6%
HE	13,772	-8%		TJ	11,846	-6%
JM	12,772	-14%		JM	9,648	-6%
MW	12,516	-9%		LO	9,432	2%
LO	10,305	-14%		MW	8,257	-6%
GF	8,906	-11%		GF	7,965	-7%
WW	8,320	-11%		AS	843	-7%
AS	6,930	-12%				
FCPL	982,065	-4%		FCPL	401,436	-4%

* Door Count is an estimate

Monthly Statistical Snapshot
April 2015

	April		Year-to-date	
Customers				
Program Attendance	11,874		119,158	
Database Usage	79,188		1,058,814	
Collection:				
Check In / Check Out	626,488	969,956	6,519,879	10,201,175
In-house Use	77,126		846,578	
Transfers In / Out	10,343	10,343	114,427	133,816
Discards by Category:	18,184		135,931	
Damage	73%		66%	
Lease	5%		7%	
Inaccurate	8%		7%	
Low Demand	6%		7%	
Magazines	8%		14%	
Phone Renewal	8,753		92,553	
Community				
Early Literacy Outreach Office:				
Number	177		1,303	
Attendance	3442		24,395	
Technology				
Internet SignUps [1]	117,686		644,848	
WiFi Usage:				
Client Count	228,082		2,132,881	
Website:				
Visits	381,629		3,957,725	
Catalog Logins	750,439		8,105,354	
Web Renewals	327,235		3,237,440	

[1] With the changeover to SAM, the way FCPL tracks Internet usage has changed. Beginning with the January Statistical Snapshot, FCPL will track 'Internet sessions' which is the number of 30min periods where an individual was using a public Internet PC. Consequently, any comparison between Pharos Internet signups and SAM Internet Sessions would be misleading.

Fairfax County Public Library
FY 2015 Department Accomplishments

Customers

- FCPL circulation and door count numbers remained steady.
- Floating the collection has allowed materials to be available where customers want and need them.
- Increased marketing efforts have allowed us to engage more than 15,000 people weekly on Twitter, Facebook and e-newsletters; Flickr reaches monthly totals of 11,000 views.
- Based on customer feedback, multiple shelving reconfiguration projects have been completed.
- The Archives and Records Management Division responded to more than7600 unique requests for records.
- 64 positions were filled in 2014; 52 positions filled in 2015, 26 are in process (to date 6/4/15).
- Through a county-wide Mission Savings Process, taxpayer money was saved.
- The library's funding request process added furniture and other items for branches.
- ILLiad (interlibrary loan) users gained access to 24/7 service reaching more than 11,200 transactions (as of 6/4/15).
- More materials were cataloged for the Virginia Room.
- Programs, materials and recognitions highlighted the library's 75th anniversary.
- The Library Board adopted a customer Code of Conduct.
- The winter weather policy was updated to follow other agencies.
- Almost 250 non-resident cards have been created.
- In May 2015 33,612 items were received compared to May 2014 when 21,279 items were received. Processed 20,516 items in May 2015 compared to 13,010 items processed in May 2014.

Technology

- Comprise was launched and implemented fully.
- Wifi usage in library branches increased.
- The "green dot" app was retired and customers were steered to Find it VA and BookMyne apps.
- Implemented Right Fax and retired physical fax machines.
- New tablets were deployed to all branches (iPad Air, Kindle Fire, Nexus 7).
- Enhanced content was made available in the public catalog.
- New centralized hardware inventory database was established.
- 1310 volumes of historical and current Fairfax County documents were scanned and or captured electronically.
- Scanning of performance evaluations streamlined the yearly process.
- All social media sites became available to staff from county computers/devices.
- New copiers allow for color copies and scanning to thumb drives.

- An upgraded version of the library's intranet was launched, allowing for additional collaboration.

Community

- Woodrow Wilson Library served the public in a temporary location and moved to an updated building.
- Fairfax Library Foundation received $543,400 from 1,815 gifts (as of 5/1/15).
- The Library Foundation's *A Library Jubilee!* was held on October 18, 2014 with over 200 attendees, raising over $150,000.
- The formal processes to hire a new library director were launched.
- A user survey was developed for the Van Noy Library at Fort Belvoir plus increased programming proved to the Base by FCPL.
- Library Foundation celebrates its 20th anniversary.
- The RFP for an upcoming citizen survey moved forward.
- A county-wide Volunteer Management System was implemented.
- Three Teen Volunteer Fairs assisted middle and high school students, matching community need to teens' schedules.
- Our engaged community advocated, questioned and analyzed our services.
- FCPL honored 30 individuals during the Friends' Choice Awards; 46 individuals during the Star Volunteer Awards.
- The library Friends as a whole won a Volunteer Fairfax Service Award.
- The Summer Reading Program in 2014 had more than 51,000 children and teens participate in the reading challenge.
- More than 13,000 people attended Summer Reading events during the summer of 2014.
- Library outreach increased and included targeted factsheets aimed at career resources, job hunting, small business, etc.
- School-related events increased including School Readiness Teams, cross-agency idea team and book talking.
- The Library Foundation worked with the Vietnamese American Community to launch the Gateway to Freedom Project Phase II in September 2014, with the goal of completing the brick walkway at the Thomas Jefferson Library; raised an additional $38,000 for the collection.
- It was the 16th year of the Fall for the Book festival with the library as a major sponsor.
- The Early Literacy Outreach Department presented a total of 1,257 story time programs in the community and 13 early literacy trainings for preschool teachers and child care providers (as of 4/30/15).
- Changing Lives Through Literature celebrates its 9th year; 115 teens graduated from the program.
- Preparations are underway for Pohick, Tysons-Pimmit and John Marshall Library renovations.
- Coordinated one-day volunteer projects including VolunteerFest, Ellucian and Chick-fil-A.

Productivity Improvements

- Library staff attended a full-day of off-site training.
- 3200 boxes of physical records were archived.
- Developed and delivered FMLA training to departmental staff.
- Collection HQ was launched to help with collection maintenance.
- Shredded and recycled 78,491 pounds of paper records, improving the county's' file space.
- An internal transfer site was established to help with collection needs; 123,956 items have been transferred to date (5/1/15).
- To help with training registration, the learning center migrated to Employee U offering more functionality.
- Creation of a core/leadership team, bringing a cross-section of employees together to analyze system needs, priorities, etc.
- Branch Manager, Assistant Branch Manager and Circulation Manager leadership retreats were planned and executed.
- Branch Managers develop and plan bi-monthly meetings.
- Onboarding and mentoring programs implemented for staff development.
- Succession planning processes established.
- The Well Run Library System documentation is ready for implementation in July.
- Paper leave slips were no longer used and filed.
- Handheld scanners were deployed for collection statistics support.
- Implementation of holds labels software complete.
- Streamlining of the performance evaluations process by scanning to folders.
- Planning and coordination of workshops and webinars attended by more than 300 staff.

Access Services
- Planned and presented a public program aimed at serving people with low vision.
- Initiated an outreach program to the residents of Greenspring Village, a senior adult community.

Burke Centre
- The J-nonfiction collection was separated from the adult nonfiction collection; increased circulation and positive customer comments have been received.
- A partnership with the Virginia Room provided classes and one-on-one instruction to customers on genealogy resources.
- Partnering with the Mott Community Center and the Burke Centre Teen Advisory Board, students were provided bussing to the library and homework assistance.

Centreville
- Established two well-attended book clubs: Ravenous Readers for 7th & 8th graders and Book Nerds for 5th & 6th graders.
- Established two reading programs: an Adult SRP (100+ participants) and a kids' Winter Reading Program (346 participants).

Chantilly
- Training provided to other libraries to allow for the expansion of the Kaleidoscope Story Time program, for children on the autism spectrum.
- A staff member was nominated by a customer as a National Library Workers Day "star" for her work on ESL programs.
- Offered a parenting series presented by a specialist in the field.

City of Fairfax
- Participated in Occoquan Riverfest for third year in a row.
- Added three math enrichment programs.
- Continued bilingual storytime for ages 3 – 5 (with an adult).

Dolley Madison
- Maintained strong community partnerships as well as establishing new partnerships.
- Chosen by Collection Services Department as one of the unofficial test branches for Collection HQ.
- Helped pilot an improved transfer system between branches.
- Tested a system of managing lease returns and McNaughtons.

George Mason
- Technology classes offered on how to use social media and new technology; 1-on-1 computer tutoring sessions run by volunteers.
- Celebrated the library's 60th anniversary.
- Installed 2 iPads for children providing educational games.

Great Falls
- Community members create and lead programs like the Pokemon Club and Writers Group.
- Hosted a book Festival and 200 people attended.
- Partnerships with Great Falls Senior Center, artists, garden club and others.
- Hosted an author event with Jim Lehrer.

Herndon Fortnightly
- Chosen as the pilot branch for the new Comprise software; two staff members acted as super users. They helped provide initial training at branches as Comprise rollout progressed.
- Outreach to area FCPS schools at literacy nights, book talking visits; joined Herndon Neighborhood School Readiness team; library tours for first graders.
- Second year hosting a FCPS Spanish Early Literacy program; presented several bilingual story times.
- Connected with area preschools and child care centers; representing the library at the KinderCare Summer Kick-off event.

John Marshall
- Increase in attendance at monthly family programs.
- Planning for the renovation progressed.

Kings Park
- Increased early literacy and school age programming, including a preschool story time every week and a school-age program at least once a month during the school year.
- Presented more senior-interest programs; began an outreach program to Heatherwood retirement community.

Kingstowne
- Shelving was rotated in the Juvenile area to create more open floor space.
- Creation of Teen Advisory board.

Lorton
- Programs increased including English Conversation, Money Management and a Homework Center.
- Partnerships with Infant and Toddler Connection, South County Cares and the FCPS school board representative.
- Celebrated the library's 25th anniversary.

Martha Washington
- The library has welcomed new staff.
- FCPS, FX Area on Aging and Office for Children partnerships have formed.
- Youth services staff is book talking as part of the Summer Reading Program.

Oakton
- Hosted the premier 75th anniversary event *The Mysteries of the Hope Diamond*.
- Expanded menu of programs for all ages by 44%.
- Established new partnership with Providence Community Center.

Patrick Henry
- Partnership with Town of Vienna and others on a Little-Free Library.
- Staff training provided on new services for tracking volunteers and the Comprise system.
- Initiated and fostered community and business partners.

Pohick
- Staff helped to develop and implement a new Collection review process.
- Outreach and partnerships include GMU's Delta Phi Omega Sorority, FCPS and a Maker Faire event.
- Planning is underway for the fall renovation; during the process input has been received from staff and Friends to gain space and efficiencies.

Richard Byrd
- Developed STEM (Science, Technology, Engineering and Math) programs: two highly successful series of school-age programs.
- Crestwood Elementary School Family Literacy Night – every child at the event received a book (885 total).

Reston
- Increased cooperation with Embry Rucker Shelter; attend regular meetings to discuss how to best resolve any issues; providing monthly story time at the shelter.
- Attended Hunter Woods Neighborhood Coalition meetings to participate in the larger community.
- Planning process begins for library's 30th anniversary (October 2015).

Sherwood
- Youth Services department continues to do children's programming and outreach.
- Successful outreach during 2014 SRP.
- School Readiness Team received positive results in partnership with FCPS.

Thomas Jefferson
- Developed STEM programming.
- Increased outreach/partnership efforts for children and adults.
- Hosted introduction programs for family night, field trips and adult ESL classes.

Tysons-Pimmit
- English Conversation Groups and One-on-One English Conversation Practice classes are in high demand.
- Youth Services department partners with educators at the Pimmit Center to present story hours for preschool children on the autism spectrum; Friends donated a variety of books which were distributed at Pimmit Center to adult high school and ESOL students.
- Encourage literacy in adult non-readers, new readers and reluctant readers through participation in a World Book Night book giveaway.

Woodrow Wilson
- March 21, 2015 re-opening of renovated branch.
- Reestablished community partnerships.

6/15